

Digital Radio System Update

Coverage Testing

Testing has been delayed due to licensing and the government shut down. We are now planning for the 2nd week of November.

Programming

Nick and Glenn have begun writing their programming templates and will start with the Warren County Sheriff's Office, then work through the rest of law before beginning fire departments. Public Works will be the last to be programmed before going live in the new year. Check page 2 for a full explanation of how your radio will look after this touch.

Temporary Procedure for Dispatch between 1st and 2nd Programming Touch

Just a heads up while it's on Telecom's mind - there will be a time between the first programming touch this fall/winter and the second programming touch once digital where there are both analog and digital talkgroups in user's radios. To keep people from picking the now-inactive analog talkgroups, Dispatcher's should include the 'X' in their verbalizing of which talkgroup a unit should use. E.G. "All units use X TAC 4" or "All units hold traffic on X Police Primary 1". This will remind users to operate on the digital frequencies and not get lost in 'no man's land!'"

Tower Site Updates

All tower sites are equipped and ready to go except for the two newly-acquired towers from MARCS (Washington Twp and ODOT on St Rt 63).

Radio NOC details

Motorola and Mobilcomm continue to be regulars in the Radio NOC, testing the equipment, fine-tuning the racks and getting Warren County ready for the big switch!

Introduction Video

Trainer Allison has begun scripting an Introduction Video that can be played at your community events - trustee & city council meetings, department meetings, etc.



The "Not Yet Digital" Radio Template **EXPLAINED**

... so that people don't think their radios are programmed wrong after handing them over to Nick & Glenn. *(fire template example)*
 Nick & Glenn have to individually program 3,000 radios BEFORE the 2014 cutover, putting digital talkgroups in your radio before you can use them.



ABC Switch on the top of your radio is hard-coded to the actual Zones A-B-C. We hoped we could direct the switch to analog zones for your ease of use, but can't.

Mutual Aid TACs (MATAAC) channels are Paul Kindell's solution to the exhaustive zones of neighboring counties' talkgroups. These 2 zones will replace the need for the BC, HC, MC zones of other Counties' talkgroups once all are on the MARCS system.

- Greene County (MATAAC 3 & 4) will be used right away.
- Clinton County (MATAAC 5 & 6) planned for late 2014.
- Clermont County (MATAAC 7 & 8) planned for 2015.
- Other Counties to be announced when programmed and ready to go.
- MATAACs are ONLY FOR USE when mutual aiding with another county. Our usual TACs 2-21 are for internal mutual aiding.

Current Analog System			Digital A	Digital B	Digital C	X MATAAC Z1	X MATAAC Z2	Interops
3 back (old C)	2 back (old B)	1 back (old A)	Zone A	Zone B	Zone C	Zone D	Zone E	Zone F
USER DEFINED	Fire Prim	Fire Prim	X Fire Prim	X Fire Prim	USER DEFINED	X MATAAC 1 (warren)	X MATAAC 15	Fire Prim
	FD Ops	FD Ops	X FD Ops	X FD Ops		X MATAAC 2 (warren)	X MATAAC 16	FD Ops
	Pub Safety	Pub Safety	X Pub Safety	X Pub Safety		X MATAAC 3 (greene)	X MATAAC 17	8CALL 90 D
	NIMS	FD Hailing	X FD Hailing	X NIMS		X MATAAC 4 (greene)	X MATAAC 18	8TAC 91D
	TAC 12	TAC 2	X TAC 2	X TAC 12		X MATAAC 5 (clinton)	X MATAAC 19	8TAC 92D
	TAC 13	TAC 3	X TAC 3	X TAC 13		X MATAAC 6 (clinton)	X MATAAC 20	8TAC 93 D
	TAC 14	TAC 4	X TAC 4	X TAC 14		X MATAAC 7 (clermont)	X MATAAC 21	8TAC 94 D
	TAC 15	TAC 5	X TAC 5	X TAC 15		X MATAAC 8 (clermont)	X MATAAC 22	8CALL 90
	TAC 16	TAC 6	X TAC 6	X TAC 16		X MATAAC 9 (hamilton)	X MATAAC 23	8TAC 91
	TAC 17	TAC 7	X TAC 7	X TAC 17		X MATAAC 10 (hamilton)	X MATAAC 24	8TAC 92
	TAC 18	TAC 8	X TAC 8	X TAC 18		X MATAAC 11 (butler)	X MATAAC 25	8TAC 93
	TAC 19	TAC 9	X TAC 9	X TAC 19		X MATAAC 12 (butler)	X MATAAC 26	8TAC 94
	TAC 20	TAC 10	X TAC 10	X TAC 20		X MATAAC 13 (mont)	X MATAAC 27	8TAC 94 D
	TAC 21	TAC 11	X TAC 11	X TAC 21		X MATAAC 14 (mont)	X MATAAC 28	8TAC 92D
	MAYDAY 2	MAYDAY 1	X MAYDAY 1	X MAYDAY 2		X MA-MAYDAY1	X MA-MAYDAY 3	UNPROG
Fire Prim	Fire Prim	X Fire Prim	X Fire Prim	X MA-MAYDAY 2	X MA-MAYDAY 4	UNPROG		

The current/familiar Analog talkgroups have been relocated. Analog Zone A will be "1 back", Zone B will be "2 back", and Zone C will be "3 back" from Digital Zone A. Easy muscle memory for these few months before going digital is:

HOME+ZONE DOWN ONCE=ANALOG SYSTEM.
HOME+ZONE DOWN 3x=USER DEFINED BANK.

Home Button directs you to Digital Zone A.



Digital talkgroups will be in their forever homes, Zones A-E.

You'll see "X" before all digital talkgroups - they can NOT be used until the cutover!

Watch for Go-Live / Cutover Announcements!

The cutover will happen simultaneously with our ceremony at the Commissioners Office, tentatively planned for 10AM, date TBD. When the 'magic button' is pressed, someone will announce the cutover on the analog system then immediately turn it off and turn ON the digital system, making its first-ever broadcast. **Be ready and know what to do!** The cutover will END USE of analog talkgroups IMMEDIATELY and begin use of talkgroups with an X in front of them.

Telecom will be pushing out lots of information, flyers, videos, on this topic so please read our emails + newsletters, and visit our website/facebook/twitter!



SCHEDULE DST MAINTENANCE APPOINTMENTS WITH DST - NO WALK-INS ACCEPTED

The Data Systems Team (Help Line Option #4) is having users show up without an appointment, requesting MDC repairs and LRP Work. DST cannot ensure an available staff person to stop their existing work to take on the troubleshooting.

POLICY is for an appointment to be made ahead of time with the Agency receiving a Ticket number. When arriving, have your ticket # on hand so that DST can reference your repair notes and once completed, remove it from the project tracker.

For LPR work, we need the vehicle AND the MDC. We cannot do LPR without the car.

Wonder if you've been attacked by Ransomware? If you've seen this CryptoLocker box, you have!

CryptoLocker is a ransomware program that was released around the beginning of September 2013. This ransomware will encrypt certain files using a mixture of RSA & AES encryption. When it

has finished encrypting your files, it will display a CryptoLocker payment program that prompts you to send a ransom of either \$100 or \$300 in order to decrypt the files. This screen will also display a timer stating that you have 72 hours, or 3 days, to pay the ransom or it will delete your encryption key and you will not have any way to decrypt your files. This ransom must be paid using MoneyPak vouchers or Bitcoins. Once

you send the payment and it is verified, the program will decrypt the files that it encrypted.



MCI Tactical Worksheet Clarification

RELEVANT READER: Fire departments

Telecom Contact: Paul Bernard

{from a 9/26/13 email from Paul Bernard}

We are afraid that some agencies may have misunderstood the "Tactical Worksheet" that was included in the Mass Casualty Incident Management Plan (page 14) that was adopted by the Chiefs Association. The shown Tactical Worksheet is Mason's and was only included as a sample. **All agencies must have their own MCI Response Type configured in CAD before the Incident Type can be turned on and used by dispatch.**

Paul Bernard sent all Fire Chiefs an Excel spread sheet showing Mason's Response Type as an example along with a **blank form to be completed by each agency to request its own Response Type. Please return this form as soon as possible so Paul can get them entered in CAD and be able to turn the MCI Incident Type on for use.**

MARCS in the Schools

Multi-Agency Radio Communication System

There are currently over 47,500 voice units and 1,800 mobile data units on the MARCS system with over 1200 public safety/public service agencies statewide. This includes local, state and federal agencies.”

Taking a step further and a major leap for safety, MARCS radios can now be in the schools! With increasing incidents of school violence, *“MARCS offers a user-friendly radio for use in school buildings. The radios provide easy and immediate access to the appropriate local law enforcement first responder.*

The state-of-the-art radio was designed through a collaboration among school officials, law enforcement first responders, Motorola Solutions and the MARCS Program Office.” While several of our local schools have resource officers already equipped with a portable (hand-held) radio, this will allow multiple people access to that important lifeline!

Better still, the website reveals that “Grants are available for public schools to purchase emergency communication systems through the [School Security Grant Program](#) administered by the [Ohio School Facilities Commission](#).”

For more information, contact Rebecca Vanest of the MARCS Program Office at rebecca.vanest@das.ohio.gov or 614.995.0839.

Answers to FAQ's

Money

- | Since the Warren County Radio System is a 'Tier 4' MARCS partner, our County's schools don't pay any MARCS user fee.
- | The grant covers an operational, turnkey APX4500 radio that includes a power supply, desk mic, mag mount antenna, and radio template programming. The radio will be delivered to the school and would only require it be plugged in and the antenna deployed. The School is responsible for additional expenses such as an outside antenna if it is required (for

signal strength) and additional 'remote' emergency buttons that can be wire throughout the building.

- | Additional radios may be purchased by the School District for buildings not covered by the grant. Radios not covered by the grant will not receive the grant discount and cost approximately \$3,000.
- | Non Public Schools may participate by purchasing radios at the non grant discounted rate.

Programming

- | Additional emergency buttons can be wired into the back of the radio and deployed in other locations within the same building at an additional expense to the school by an authorized Motorola Service Shop.
- | The radios should not be used for any other purpose.
- | The local PSAP will determine what talkgroup will be programmed into the radios for operation on their console.
- | Radio does not have to be installed onto the MARCS System. Local 800MHz system owners are encouraged to program the equipment on to their systems so the emergency buttons will alert on their consoles and provide the Dispatch Center with the School Building Alias on the console.

Meetings + Trainings

- | Telecom will facilitate meetings between the schools, police, fire, and dispatch, as recommended by MARCS. This will develop an incident response plan. Having Telecom organize this meeting, we can ensure the capabilities of the system are correctly implemented in the incident response plan.
- | Telecom will develop training materials to inform school personnel on the operation of the system and when and how it should be used. It's recommended by MARCS to include monthly testing to ensure operation of the equipment.

Schools Already Approved

Kings Local, Mason City, Springboro, and Wayne Local have already applied for the grant and have been approved by MARCS for their free radios! We will be reaching out to you with training opportunities and to schedule your work session with Telecom and your Fire + Law chief to set up your emergency response tables.

Monthly Reports Online

RELEVANT READER: All Telecom subscribers

Telecom Contact: Paul or Don 695-HELP option 3

CAD, Phone, 9-1-1 and Radio monthly reports for July as well as all previous months and years reports can be found on the [FTP Site](#). Custom and agency-specific reports can be requested from the CAD/RMS Team.

Non-Public Safety Radio Pick Up

RELEVANT READER: Public Works and County depts.

Telecom Contact: Allison Lyons or Nick Yeazel x1177

As departments are replying to our payback terms request, we are preparing invoices and boxing up your digital radios! All departments have been emailed by Allison Lyons, confirming quantities and asking for either a 1 or 2-year payback. If you still have not contact us with your term, stop what you're doing right now, and email Allison.lyons@wcoh.net.

Have Telecom questions? We want to

answer them! Submit questions to Allison.lyons@wcoh.net and she will investigate with the subject matter experts and personally get back with you as quickly as possible!



WCDES Launches Fresh Website!

<http://www.co.warren.oh.us/emergencyservices/>

Check out Emergency Services' new site! It's filled with everything from weather forecasts to planning tools to kid's activities and call stats!



Microsoft Ends Windows XP support on April 8, 2014

(as noted in the Nov '12 & Oct '13 newsletters)

- **What does this mean for your agency?** Warren County Telecom will no longer support any devices that have WinXP on them as of April 2014. This will put most of the older MDC's out of service.
- **Which MDCs do replacement plans need to be made for?** All CF-18 & CF-29 models
- **Which MDCs can move forward with a \$140 license upgrade to Windows 7 (per MDC) if agencies choose?** All CF-30 & CF-19 models
- Any CF-31 MDC's that currently have XP will be upgraded to Win7 free of charge. The Win7 license was included with these when they were purchased.

This end-of-life was published in November 2012's newsletter as well as discussed at both the April 2013 & June 2013 Communications Work Group meetings. Departments can not wait until this spring to make equipment decisions and expect Data Systems to meet that quick of a turnaround. Please make your decisions this year and contact DST at x3250 so that licenses and equipment can be purchased, and work can be scheduled.

Need your County phone number changed? Want voicemail forwarded to email? Want to clear your cluttered voicemail?

RELEVANT READER: County workers

Telecom Contact: Rebecca Morton x1317

If you enter your extension then type in the extension number, it will clear your voicemail box. Telecom just needs you to complete a form to have voicemails reset / stopped on extensions. Telecom can set up your phone voicemail to email you a sound file of the your caller's recording.

ALSO, EMERGENCY SERVICES IS HIRING 9-1-1 DISPATCHERS! SPREAD THE WORD - APPLY ON LINE: WWW.CO.WARREN.OH.US CLICK ON JOBS AND FOLLOW THE DIRECTIONS ON THE POSTING.